

**Income Maintenance Advisory Committee
Department of Health and Family Services
Division of Health Care Financing
December 18, 2003
*Minutes***

County Attendees: **Jackie Bennett**, Racine Co.; **Lynn Brenner**, Calumet Co.; **Liz Green**, Dane Co. DHS; **Gloria Guitan**, Milwaukee Co.; **Jane Huebsch**, Marathon Co.; **Ed Kamin**, Co-Chair, Kenosha Co.; **Kathi Madsen**, Douglas Co.; **Michael Poma**, Milwaukee Co.; **Terri Rapp**, Wood Co.; **John Rathman**, Outagamie Co.; **Sue Schmitz**, Waukesha Co.; **Sheryl Siegl**, Winnebago Co.; **Rachel Statzman**, Washington Co.

State Attendees: **Bernadette Connolly**, DHFS/BIMA; **Mary Claridge**, DHFS/BFS; **Curtis Cunningham**, DHFS/OSF; **Sara Edmonds**, DHFS/BHCE; **Brian Fangmeier**, DHFS/BIMA; **Theresa Fosbinder**, DHFS/BHCE; **John Haine**, DHFS/BIMA; **Essie Herron**, DHFS/BIMA; **Stacia Jankowski**, DHFS/BIMA; **Vicki Jessup**, DHFS/BIMA; **Jim Jones**, DHFS/BHCE; **Bob Martin**, DHFS/BHCE; **Cheryl McIlquham**, DHFS/BHCE; **Amy Mendel-Clemens**, DHFS/BHCE; **Scott Riedasch**, DHFS/BHCE; **Jodi Ross**, DHFS/BIMA; **Marilyn Rudd**, DHFS/BIMA; **Joanne Simpson**, DHFS/BIMA; **Janice Tripp**, DHFS/OSF/NRO; **Susan Wood**, DHFS/BIMA, **Rick Zynda**, DHFS/BIMA

Administrative Items

- The General Accounting Office is doing a survey of agencies to assess the impact of the Farm Bill and the changes it has made. A random sample will be done, and the results will be compiled for a report due out sometime this summer. GAO will send copies to all ES Supervisors for county distribution.
- Due to a new requirement in Federal guidelines, changes are coming to the S.A.V.E. program. The most obvious change is employees will have their own log in id and password. The transition period runs from January or February to March, during which time both the old system and the new web-based system will both be available. An Operations Memo is coming out in January to explain all the changes. The state will also provide training on the new application.

- The PAC team has been in Kenosha County doing Food Stamp training, and did a great job.
- A new protocol is being worked out for appointments to the IMAC committee.

Subcommittee Reports

Starting at the January meeting, two subcommittees will report per month, with opportunities at each meeting for others to report important information. Subcommittees are asking for WSSA members interested in joining. Ed Kamin has some names he will pass along to committee co-chairs. See chart below for list of committees and their current priorities.

◆ Workload and Finance Committee

This committee has been working on developing a methodology for 04-05 budget tying IM funding to work and case-loads in '06. They are also continuing to focus on ideas of ways to improve customer services and streamlining government. The committee is encouraging people to continue adding ideas to the list. So far the list includes:

- Centralized employer verification form for BadgerCare verification, automation and processing in Madison
- New Hire-automatic closure if verification is not received
- Centralized processing of "six-month interim report form" (SMIRF)
- SSI combined application project
- Centralized administration of funeral and cemetery expense reimbursement for indigent persons
- IRS safeguarding-state maintain data
- MA transportation- possibility of using statewide broker under consideration
- Self-service toolbox
- Electronic case files
- Centralized eligibility hotline
- Streamlining business between DWD and DHFS

BadgerCare Verification

Attached below is the Power Point Presentation Jim Jones presented.

QA Update

As of August the state error rate has dropped to 8.8% over all, 11.6% in Milwaukee and 6.5% for the rest of the state. The state's goal is to be at 9.2% or less. So far in September, the last month of FFY 03, the error rate has risen to 11.8% statewide (14.3% in Milwaukee and 9.0% for the rest of the state). The little information QA has for October shows a rate of 9.6% statewide (9.6% in Milwaukee and 0% for the rest of the state).

September rates are about half agency preventable and half client error. October seems to be all client error so far. Keeping a focus on payment accuracy is essential to keeping the numbers low.

CARES Strategic Plan

Please see the handout below.

SUBCOMMITTEE AND CO-CHAIRS	ASSIGNMENTS	2004 SCHEDULE FOR REPORTS TO IMAC
Fraud Prevention/Program Integrity & Claims (ad-hoc) Mike Poma & Rick Zynda	Identifying barriers to establishing claims, and potential for increased revenue including new options for incentive payments Funding & procedures for fraud prevention & investigation Workflow models Identify training and technical assistance needs of local agencies Identify direction of and coordinate with DWD relative to Child Care & W-2 Program Integrity/Fraud programs	January April September
Information Technology Debbie Bigler & Jim	Web initiative – intake portions of CARES Process flow Driver flows Automated case directory/reports Notice redesign Prioritizing items on the county wish list Content management software and the electronic case file Change center – tracking progress Electronic case records Keeping focused on the big picture FS Program Participation Grant – systems changes Internet options to access EBT Contractor data base administrative screens for state/local staff and customers	January April September
Program and Policy Coordination Sheryl Siegl Mike McKenzie & Scott Riedasch	Completing Farm Bill initiatives including reduced reporting and Transitional Food Stamps for families leaving W-2 Roll-up of MA notices Medicaid Budget Bill changes MA for released ex-inmates Program Participation Grant	February May October

SUBCOMMITTEE AND CO-CHAIRS	ASSIGNMENTS	2004 SCHEDULE FOR REPORTS TO IMAC
	SSI waiver package with FNS Fraud program policies Further opportunities to coordinate IM and employment programs/child support Cemetery, funeral and burial expenses	
<u>Quality Assurance</u> John Haine and Jackie Bennett	Performance standards/penalties & bonuses Benefit recovery – once the fraud committee turns it over ME review process/QA plans required of local agencies FS client error Pros/cons of distinguishing APE from other agency errors and workload Change center evaluation in terms of its impact upon error rates Medicaid and Food Stamp Negative Action Error Rates – QA data, areas for corrective action	February May October
	Distance learning Training requirements Priorities for training of experienced workers Training evaluation/effectiveness Integration of training and technical assistance	March June November
W-2 C&I/IMAC Coordination John Rathman and Edie Sprehn	Forms coordination FSET Communication tools Alignment on child care reviews	March June November

SUBCOMMITTEE AND CO-CHAIRS	ASSIGNMENTS	2004 SCHEDULE FOR REPORTS TO IMAC
Workload and Financing Ed Kamin & Susan Wood	IM financing – short & long range plans 2004 - 2006 IM contract language Methodology for costing out program changes Random Moment Time Study issues Safeguard monitoring MA Transportation follow-up	April July December

Potential Model

BadgerCare and New Hire Employer Verification Form Processing



